Emergency Housing Voucher Program

HOME Guide for Providers

This guide is intended for staff to use as a reference guide when using HOME. Please note that some steps described here may vary depending on what agency you are affiliated with.

HOME Overview

HOME is a software system developed by DHS for shelter staff to link clients with viewing opportunities. Only non-DSS housing navigators and case managers who are assisting clients with EHV have access to HOME. It is presently the system used to submit and view updates on CityFHEPS packages.

Visit **nyc.gov/ehv** to learn more about the Emergency Housing Voucher Program.

Accessing HOME

You must use Google Chrome or Microsoft Edge to access HOME. Other browsers will not be able to access HOME.

The link used to access HOME depend on your role:

- **DHS Users (Employees and Providers)**: https://home.dhs/nycnet
- **HRA Users**:
  HRA desktop: https://home.dhs/nycnet
  HRA desktop: https://dhs.ra.nyc.gov
- **All Other Users**: https://dhs.ra.nyc.gov

Role of HSU Specialists

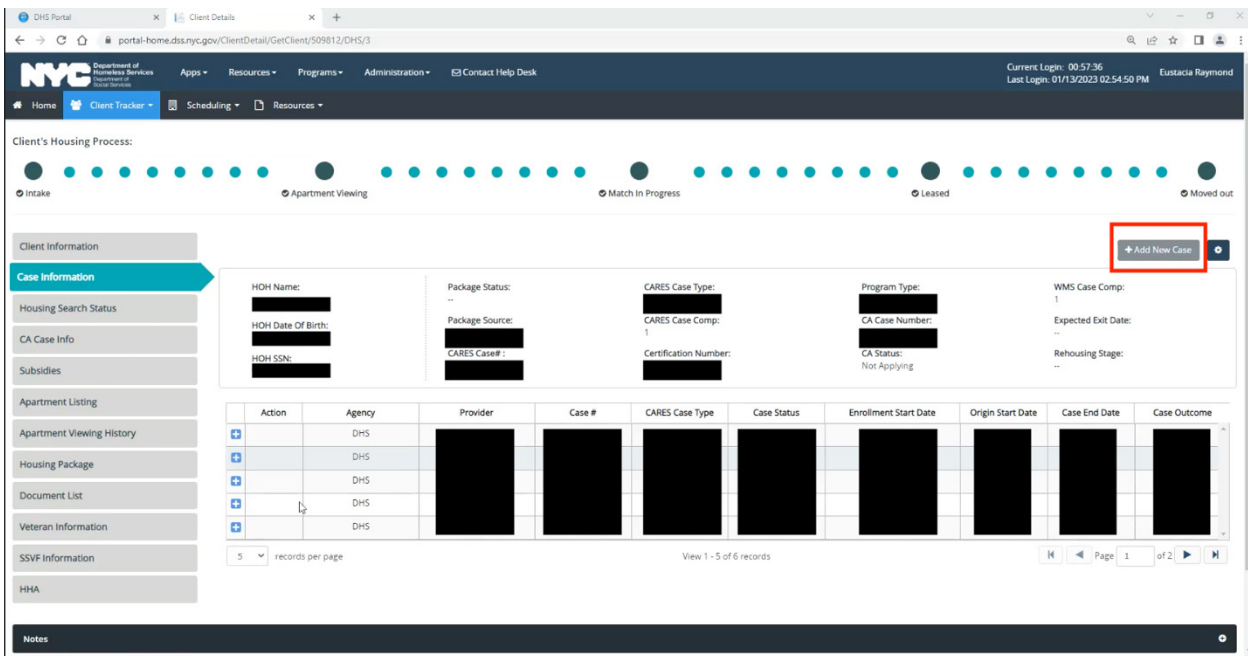
The Mayor's Office of Public Engagement Home Support Unit (HSU) helps property owners navigate the subsidy rental process. HSU Specialists' specific responsibilities with HOME include:

- Adding units and scheduling viewings in HOME
- Monitoring viewings throughout the day to ensure that all attendees are contacted and confirmed
- Making confirmation calls to Owners/Agents and Client Escorts (e.g., Caseworkers, Client Navigators, Housing Specialists)
- Gathering information needed to have a successful viewing (e.g., location, what to bring, whom they should expect to meet)
- Using HOME to follow the package process

Adding a Housing Navigator to DHS Clients

1. For HPD Navigators, you must first add an HPD case to the client before adding a housing search. All other Navigators, proceed to Step 2.

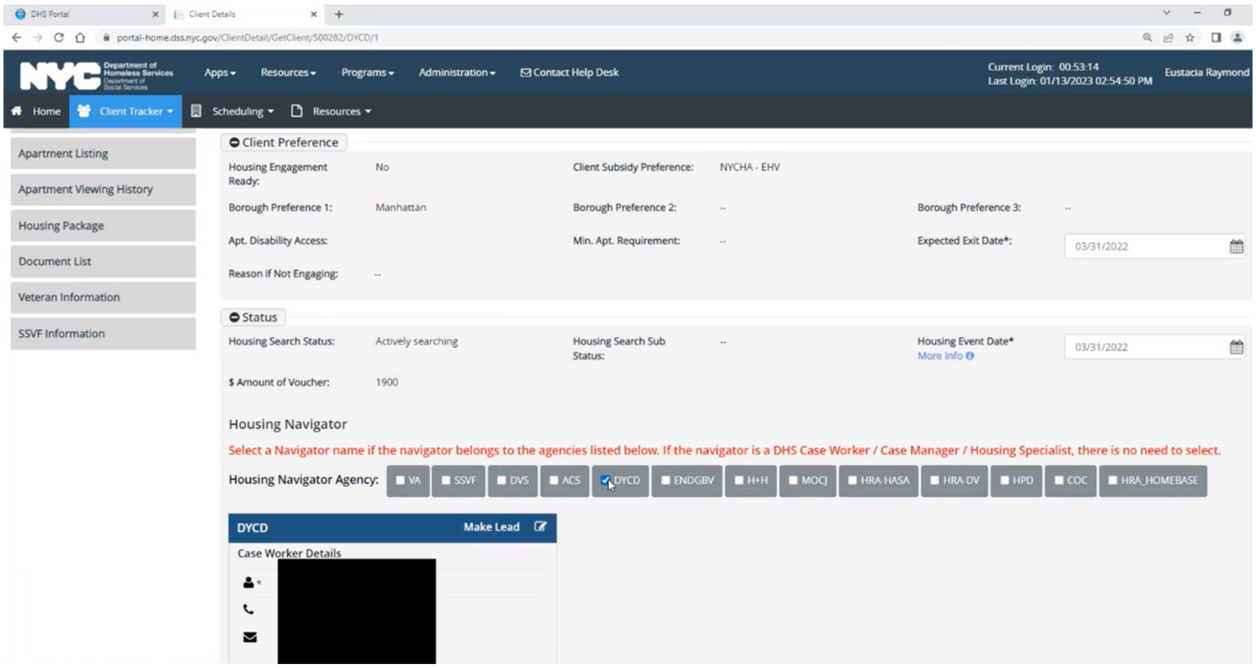
   - Search the client using any identifying information. Click on **Action** and then **View**.
   - Scroll down to case information and click **Add New Case** on the top right. Your client's housing search will be added under this case:



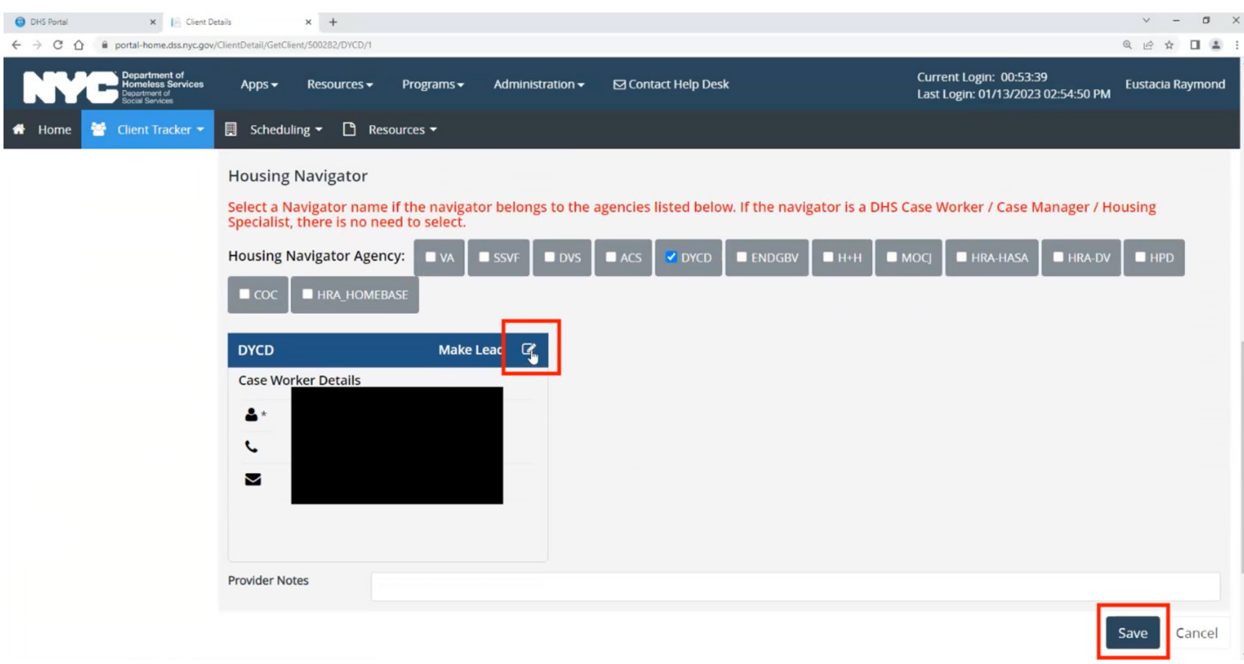
2. Click on **Add Non-DHS Client** – do this step for both DHS or non DHS clients! Use this screen to search for and locate your client's profile.

3. Open the client's profile.

- From the left-side menu, click **Housing Search Status** and add yourself as the **Housing Navigator:**



- *Important*: save twice! Click **Save button** in the agency box and again click **Save** on the bottom of the page.



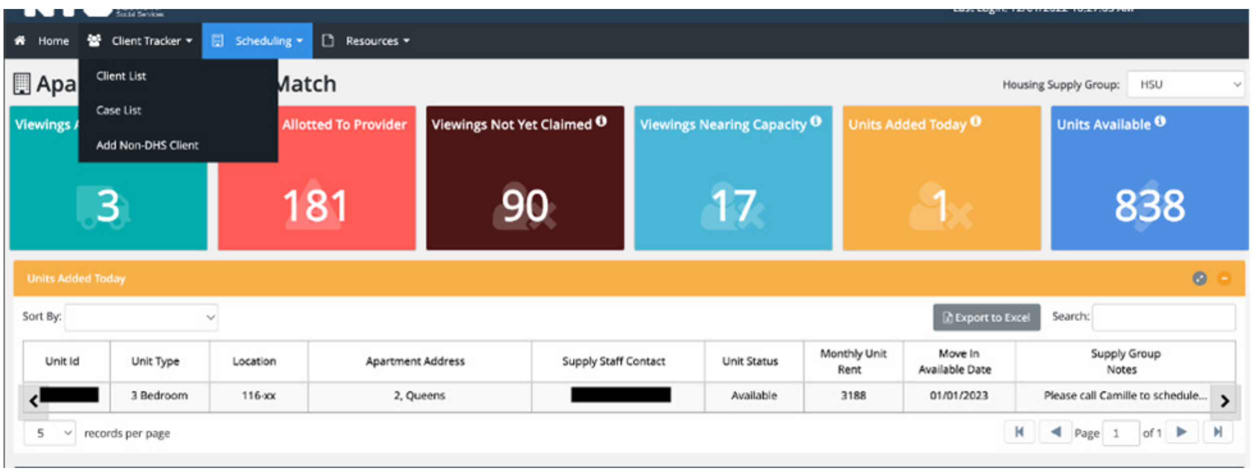
4. For HPD Navigators -- fill out the following information:

   Agency: HPD
   Provider: HPD
   Facility Name: Stebbins House

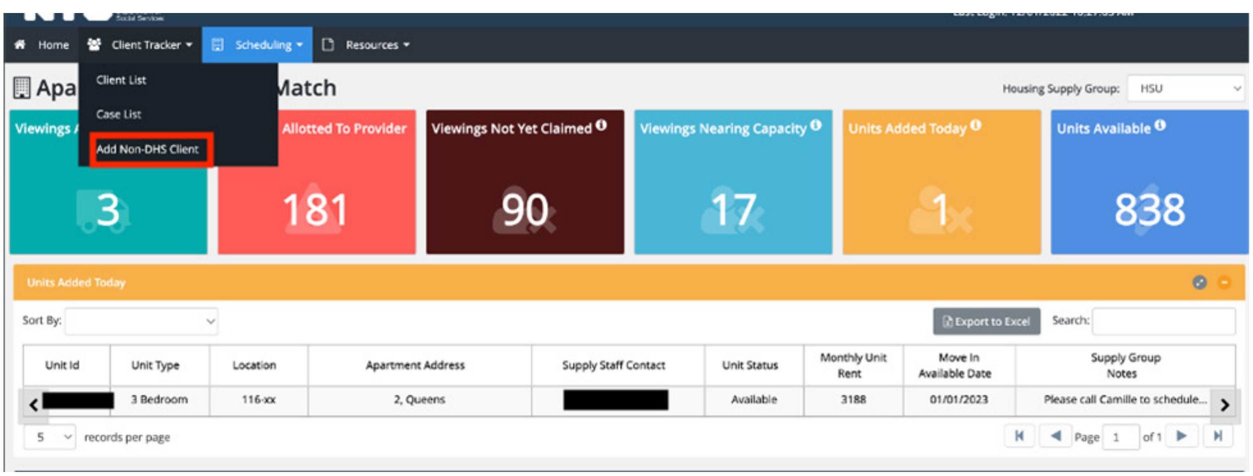
Adding Non-DHS Clients to HOME

If a client is not listed in HOME, the provider can add the user to the HOME Application.

1. Click on the **Client Tracker** down-down menu to display the **Add Non-DHS Client** menu option:

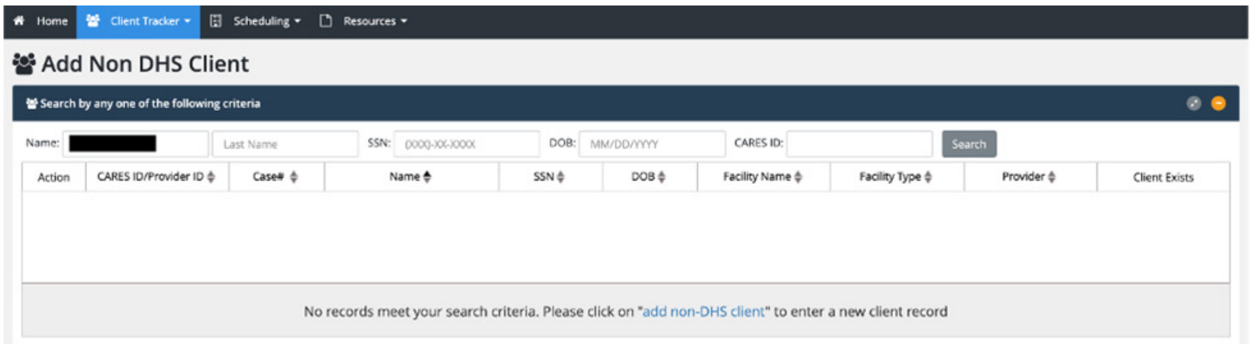


2. Click on **Add Non-DHS Client:**

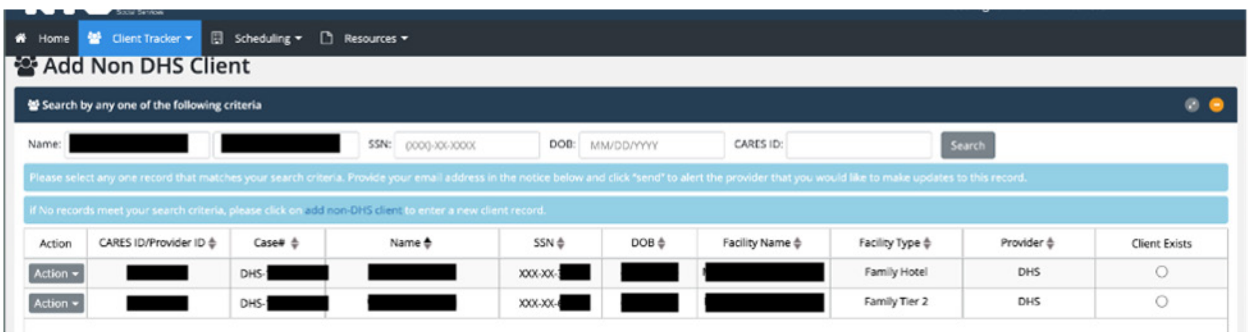


3. Prior to adding the client, a client search is required to prevent duplicate records from being entered into the application. Enter the search criteria for the client (Name, SSN, DOB, or CARES ID).

    - When a client does not have a HOME record, the search results will look like this:

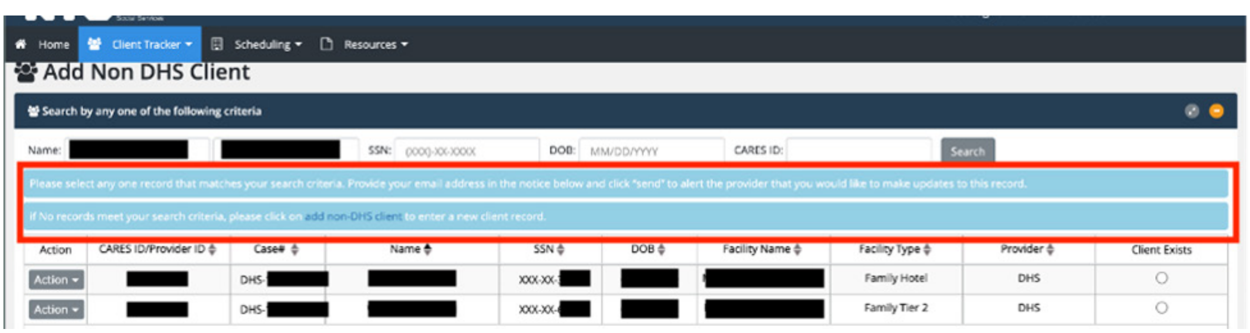


    - When a client does have a HOME record, the search results will look like this:

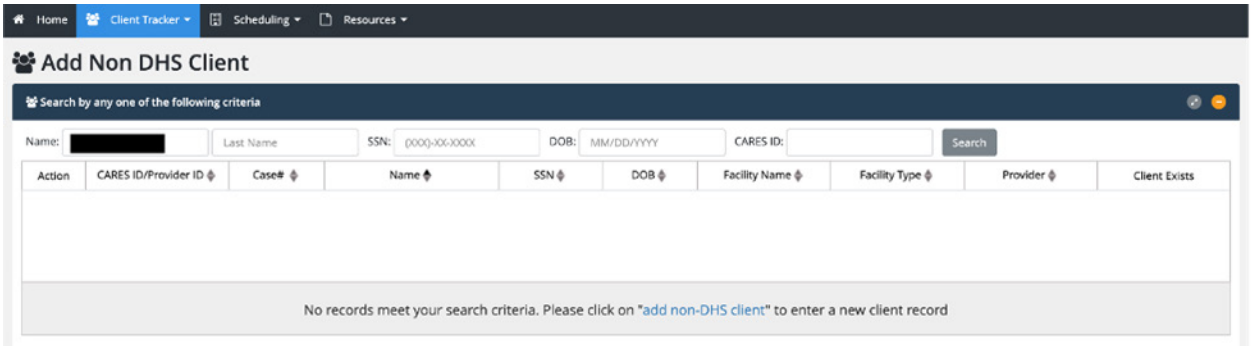


4. Click the **Search button** to display possible matches.

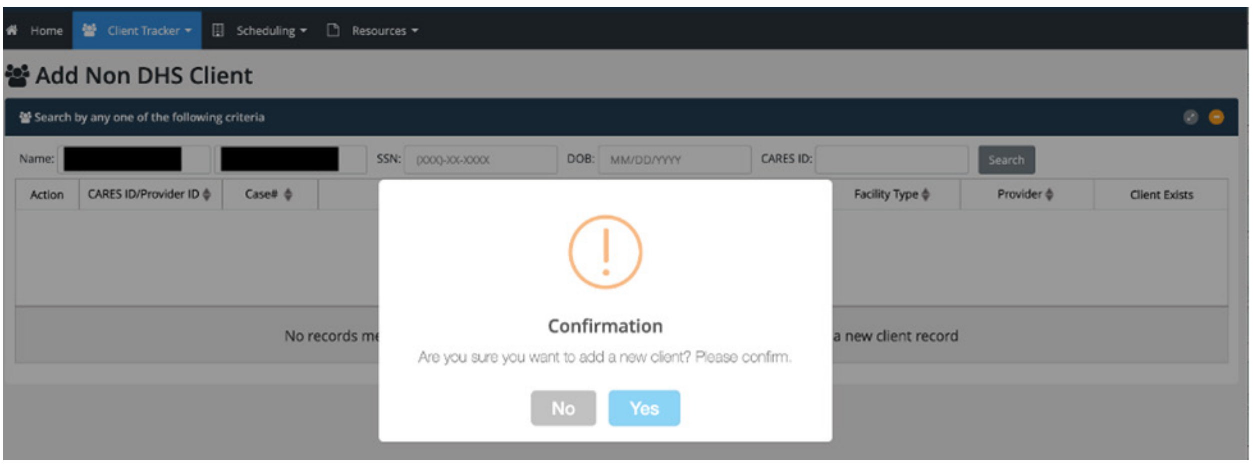
    - It's important to read the information in the light blue area to determine your next steps:



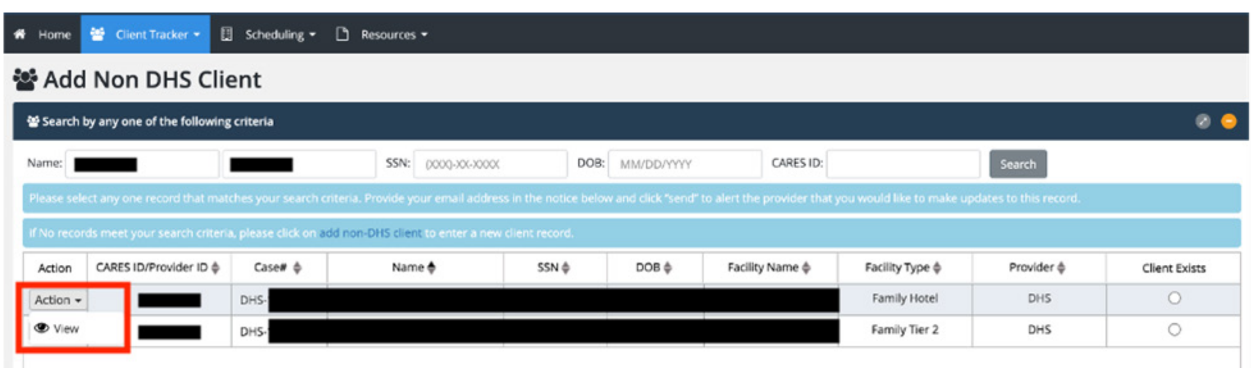
- If the client does not exist, click **Add Non-DHS Client** to create a new record:



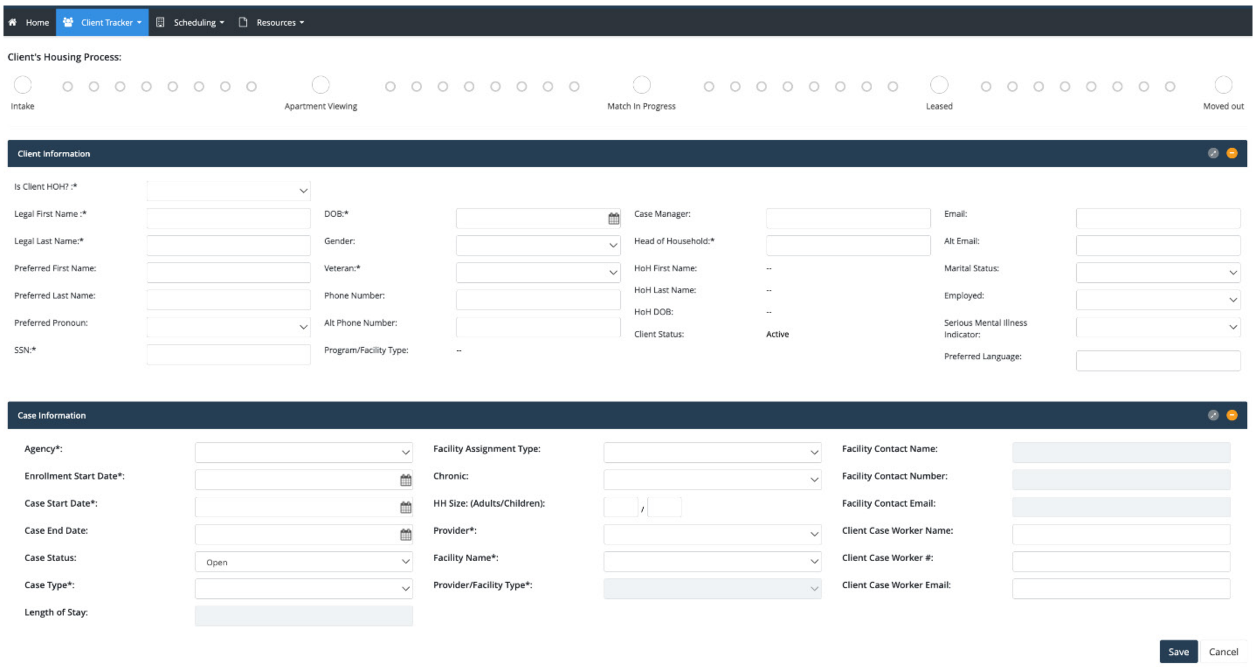
- A pop-up information box will display; click **Yes** to confirm and create the new client:



- If the client does exist, you can use the action menu to view their case:

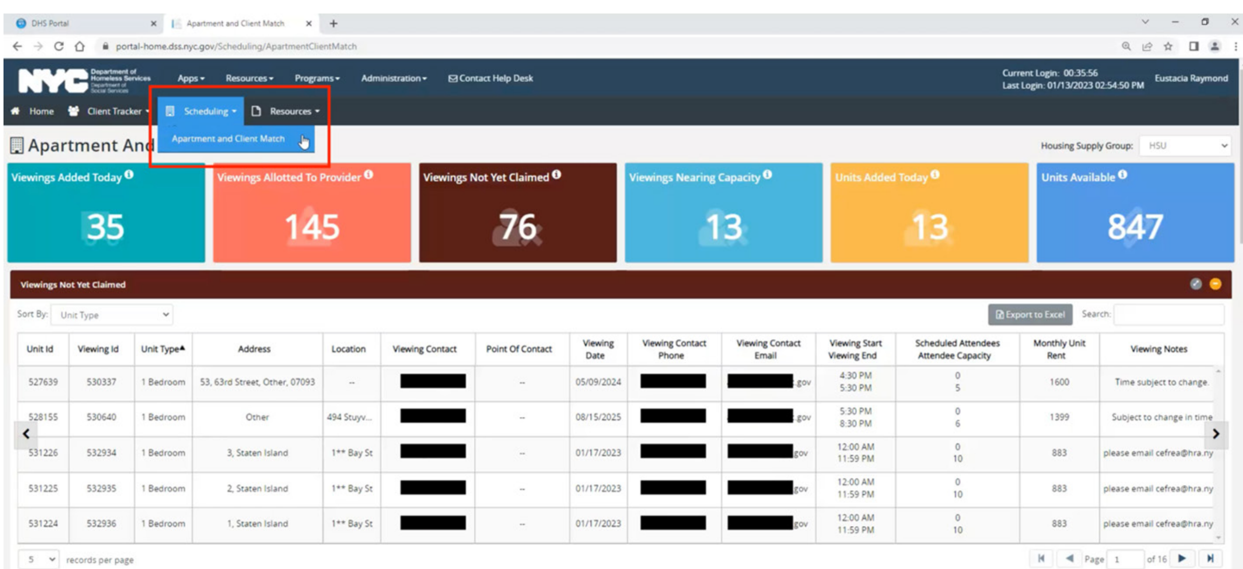


5. There are two sections of the screen that must be completed to create a new client: **Client Information** and **Case Information**. Required fields are marked with an asterisk. When you have finished entering information about the client, click **Save** to create the new record:



Claiming a Viewing in HOME

1. Click on **Scheduling** at the top of your homescreen:



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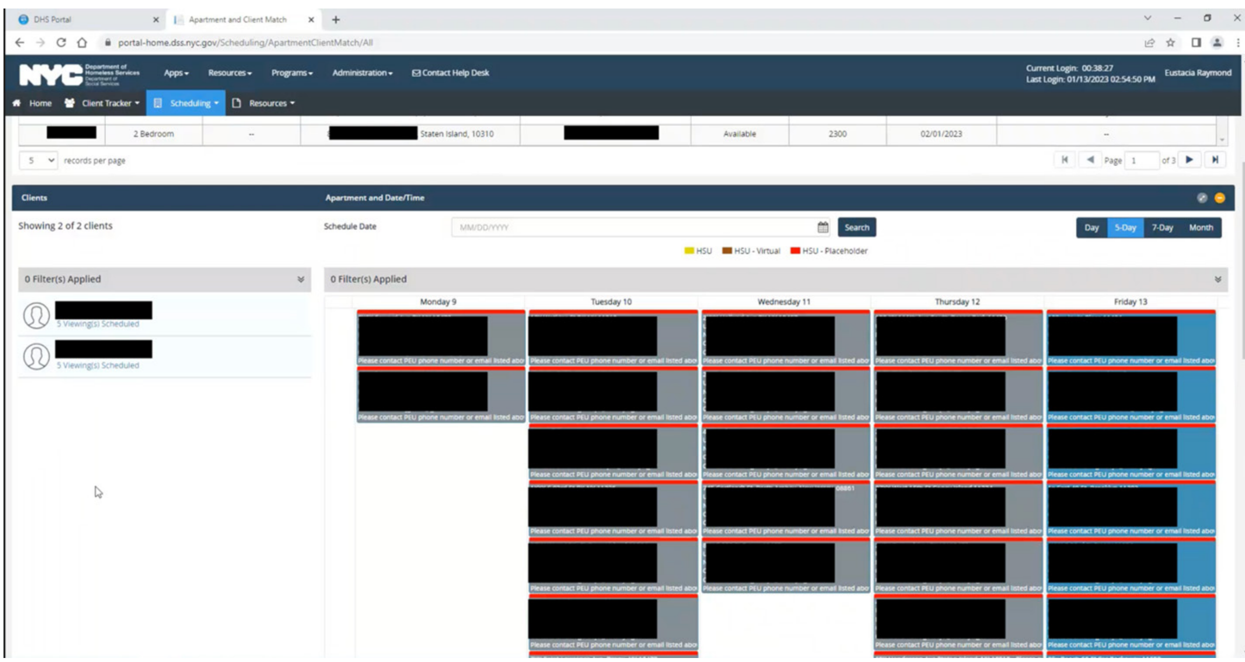
2. Filter results:

- As there may be a number of viewings available, click the **Filter button** to define the client's criteria for a unit, i.e., Unit Type, and an Available Unit. This process will make it easier to find an apartment that meets the client's requirements.
- It is especially important to filter by Available Unit, because some units may still show up in the portfolio after being matched. Filtering by Available Unit will ensure that you and your client are only viewing apartments that are currently available.
- You can choose to view upcoming viewings by week or by month.
- Click on the colored boxes at the top of your screen to quickly filter by the categories listed there:

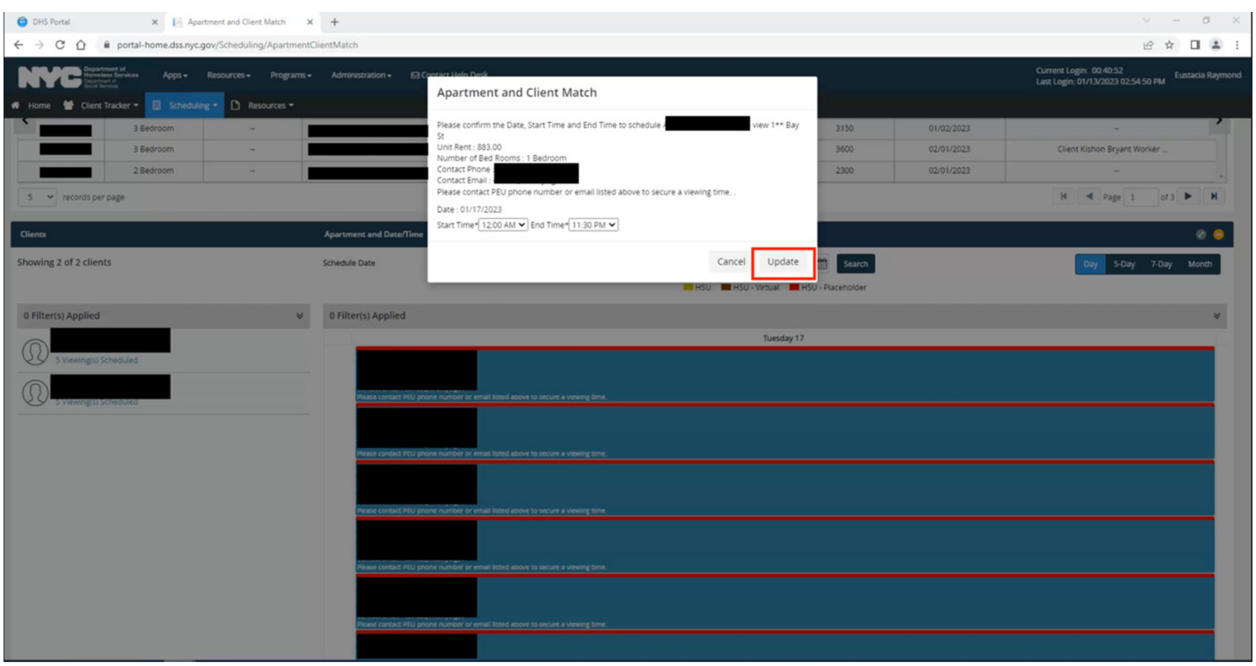


3. Claim a viewing by dragging the client into a viewing slot:

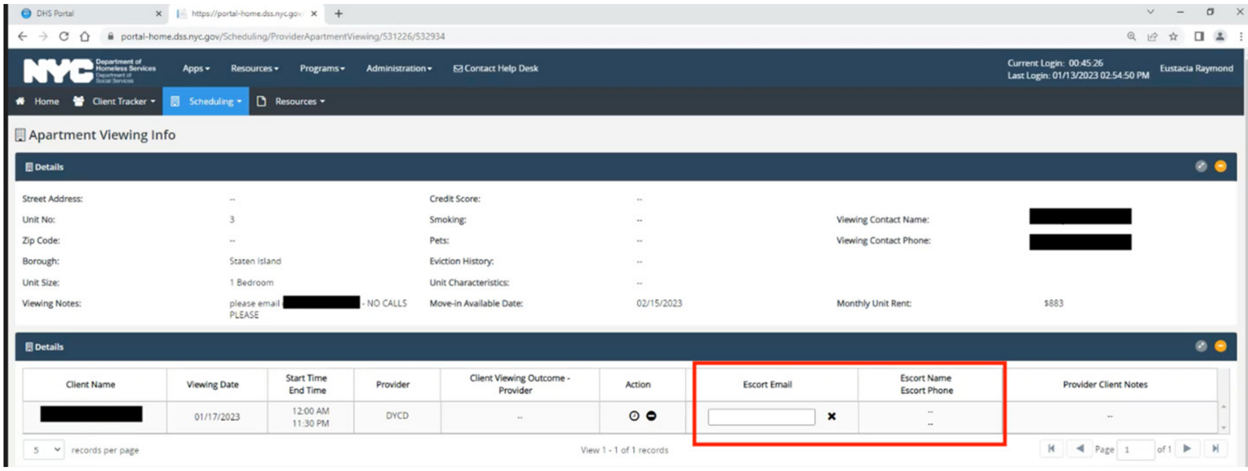
   - Identify the apartment that best meets your client's requirements. In the address field, if you see only a partial address, can hover your mouse pointer over the field item to see all details. This function works for all columns. Take note of the unit size, location and unit rent.
   - Some units' addresses are masked for security purposes. If your client is interested in a unit without an address, contact an HSU specialist, who can give you more information about the unit.
   - Make sure to verify that there is room in viewing by checking the Attendee Capacity column. Also confirm that the viewing date is either today or a date in the future. Click the **Calendar icon** to schedule your client to the viewing date.

4. Confirm viewing:

   - Click update on the pop-up box to save.
   - Some apartments may have a placeholder date entered by HSU. If your client is interested in viewing that apartment, contact an HSU specialist to arrange a viewing:



- Click into the viewing to add contact information for the Housing Navigator or whoever will be accompanying the client to the viewing:



Best Practices

Before/During Scheduling

- Filter to find the best potential matches for your client. Only sign up for units that are a good fit for your client.
- Always include the viewing escort's contact information. This is important in case of any last-minute changes to the viewing.
- Add relevant information on HOME as notes and communicate regularly with HSU specialist. More information is better than less!
- Send an email to the HSU specialist if you schedule it less than four hours prior to the viewing in order to properly confirm their attendance.

Before/During the Viewing

- Communicate openly with the HSU specialist.
- Respect everyone's time and be punctual to the viewing.
- Give advance written notice of changes whenever possible
- Please do not arrive more than 15 minutes before the viewing.
- Never share the address with others or send more clients than you signed up for the viewing.

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After the Viewing

- Follow up with the HSU specialist for the next steps and selection update.
- Provide feedback on client's intentions, thoughts, and commitment.
- Be as honest and as upfront as possible. Allow someone else the opportunity if your client is not interested.
- **Do not** make side deals with the landlord/broker/representative.

Troubleshooting

For issues with your HOME account access, please reach out to nychelp@doitt.nyc.gov or 212-NYC-HELP.

For an in-depth look at HOME functionalities, refer to the module provided to you via email when you received your HOME credentials, or the manual provided by DHS located in the HOME interface.